

Figure 1

TOP SECRET

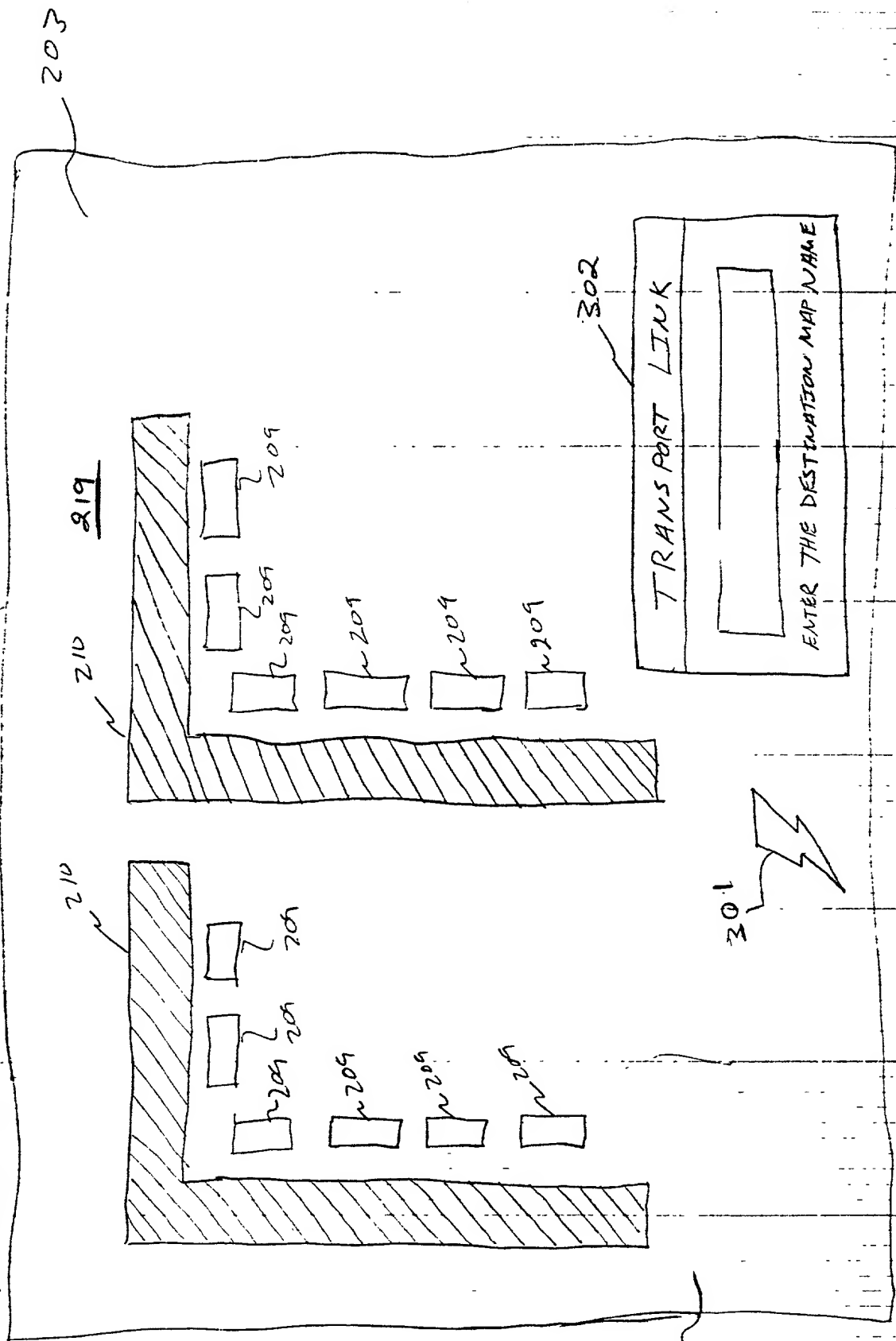
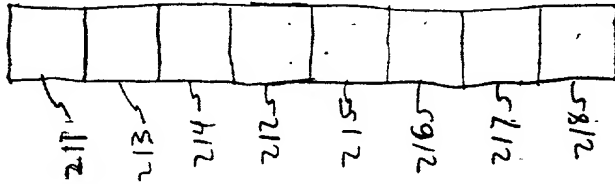
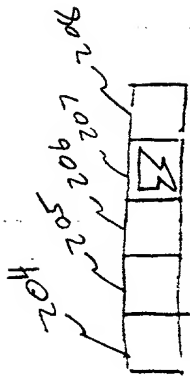


FIGURE 3

20090603

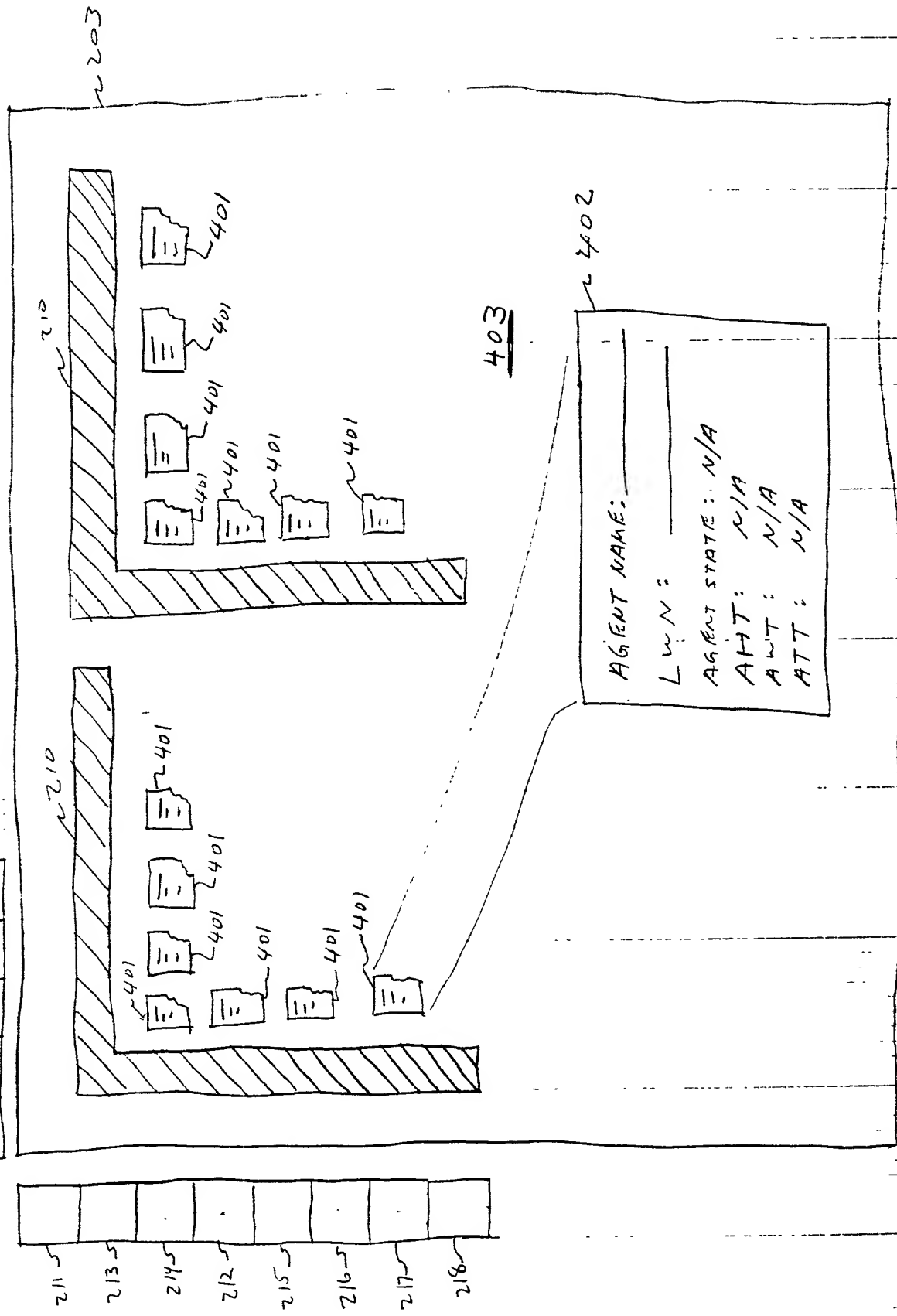


FIGURE 4

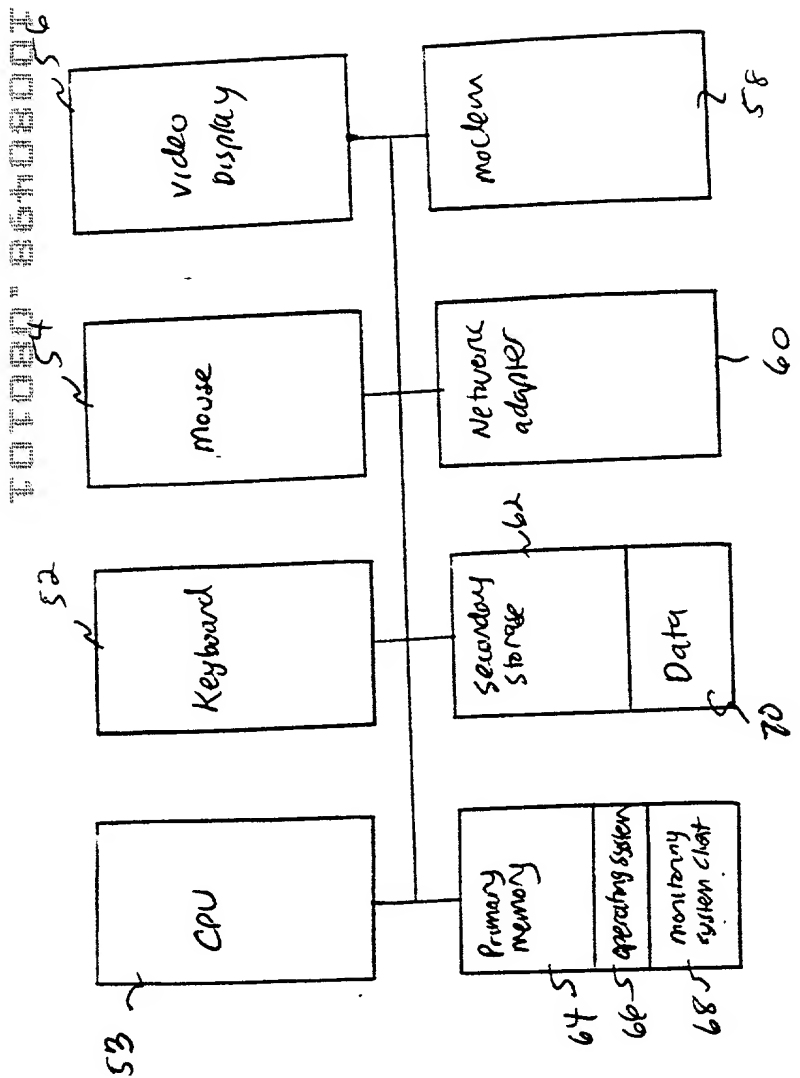


Figure 5

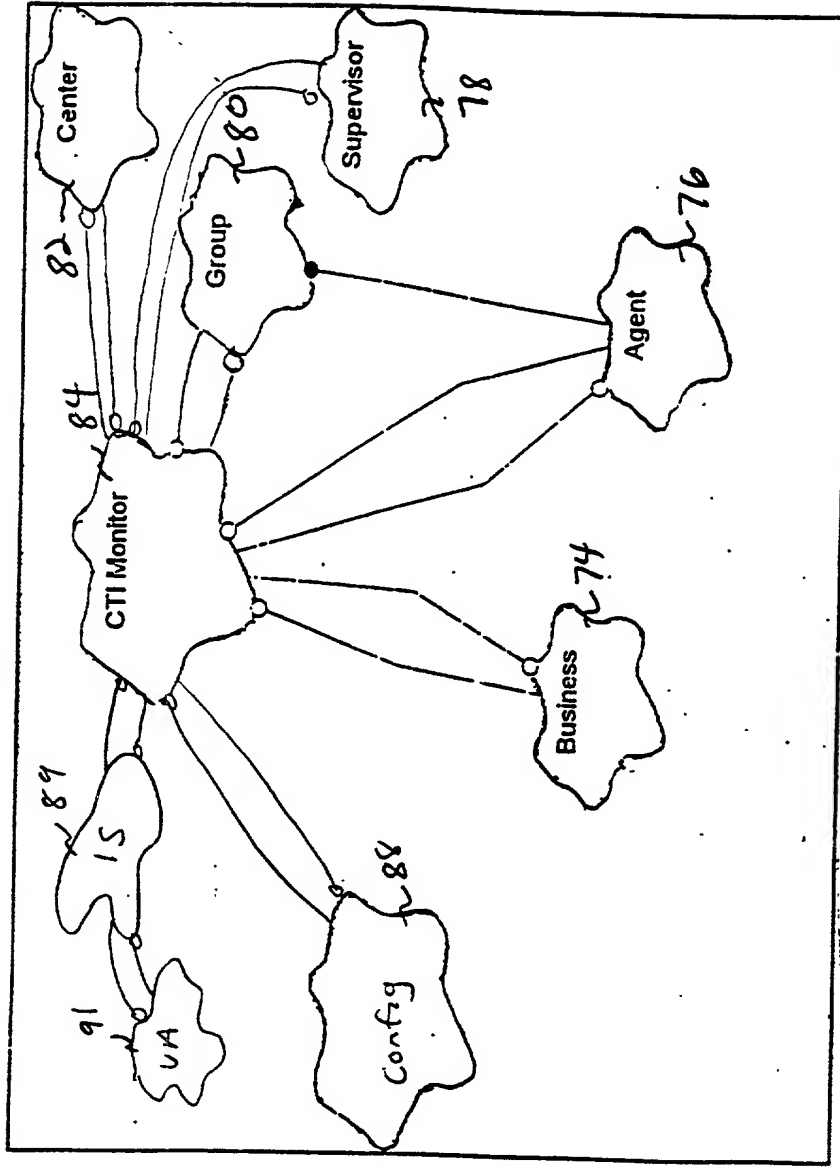


Figure 6

TOFOR RETROBOOT

MDUS:ER - [Chandler Call Center]

View

Search By Name For

Agents Logged On 12/19/96 3:51:37 PM

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current	
Omega Tech Support	821	24	20%	American Stores	297	7	2%	0	Outbound	61	36%
MUSCROW In	802	3	2%	Smithsonian	597	1	0%	1	Internal	18	12%
Bank of America	196	1	0%	MCI Prepaid Card	246	1	0%	0	Unknown	1	0%
Cardinal InternetM	186	1	0%	Handover	422	1	0%	0	Consult	0	0%
Prepaid Cellular	4	0	0%	Prepaid US Student	3	0	0%	0	Emergency/Unknown	0	0%
	18	0	0%	Vidal Sassoon	6	0	0%	0			

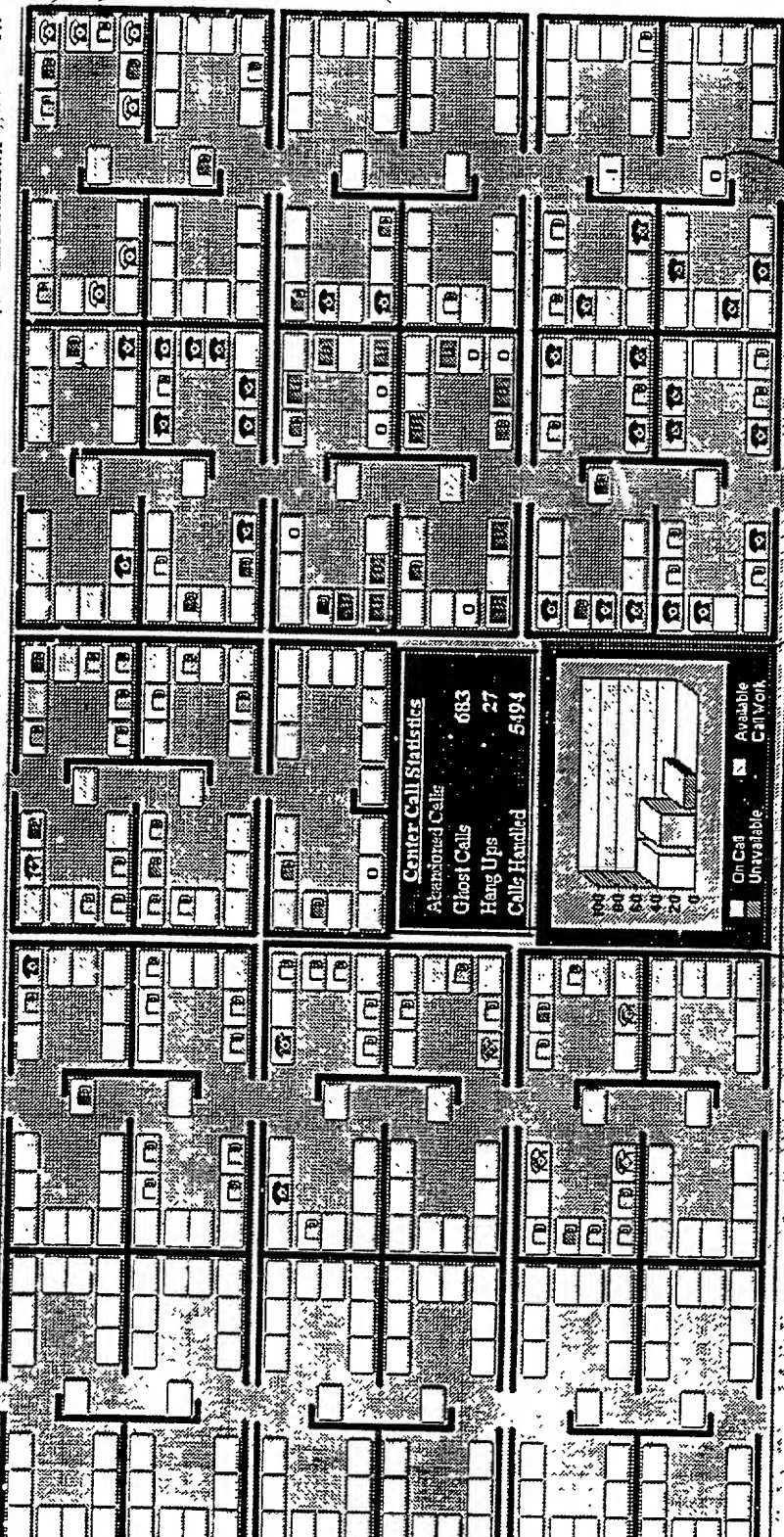


Figure 7

10080438 090101

Chadwicks of Bosto	
Agents On Call	22
Calls In Queue	0
Abandoned Calls	0
Ghost Calls	2
Hang Ups	2
Handled Calls	1136
Available Agents	0
Close	

126

Figure 8

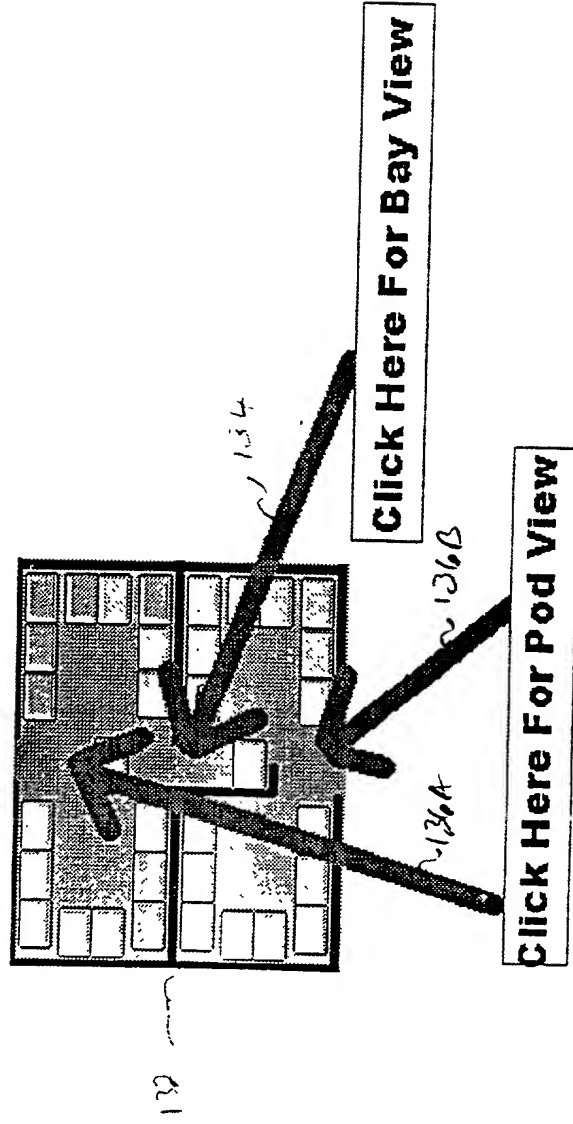


Figure 9

TOTOBO" 8540800T

90

MONSTER- (Bay 6 Business)

de View

164

Call Stage

Agents Logged On 12/19/96 4:06:48 P

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
Smithsonian	53	2	100% AUGUSTIN In	81	1	0%	0	0	Available	6 54%
Imaga Tech Suppor	0	0	0% Computer I	0	0	0%	0	0	Unavailable	1 9%
Bank of America	0	0	0% Harover	0	0	0%	0	0	Call Work	1 9%
American Stores	0	0	0% MUI Prepaid Card	0	0	0%	0	0	Error/Unknown	0 0%
Cardinal Internat	0	0	0% Prepaid US Student	0	0	0%	0	0		
Prepaid Cellular	0	0	0% Vidal \$88000	0	0	0%	0	0		

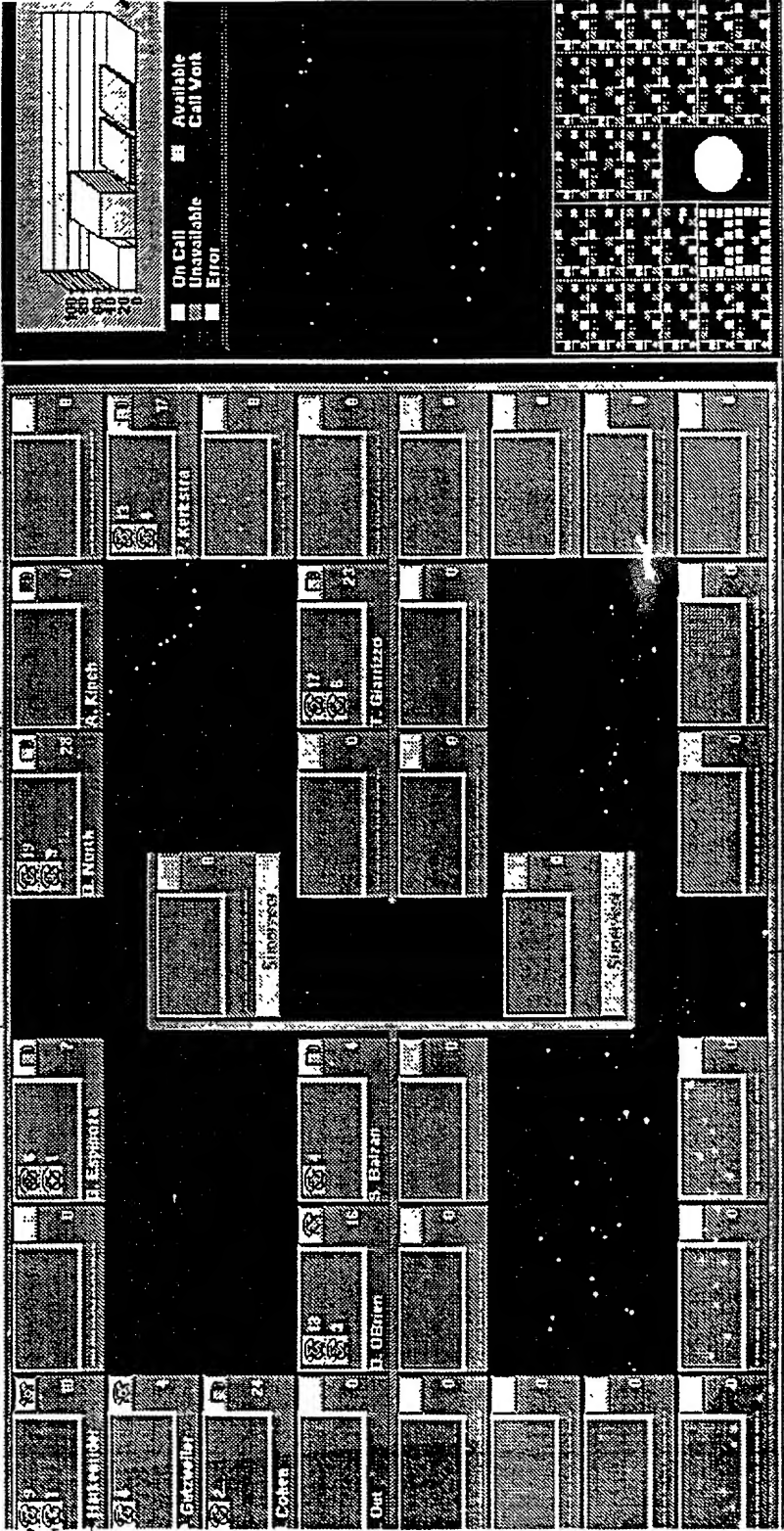
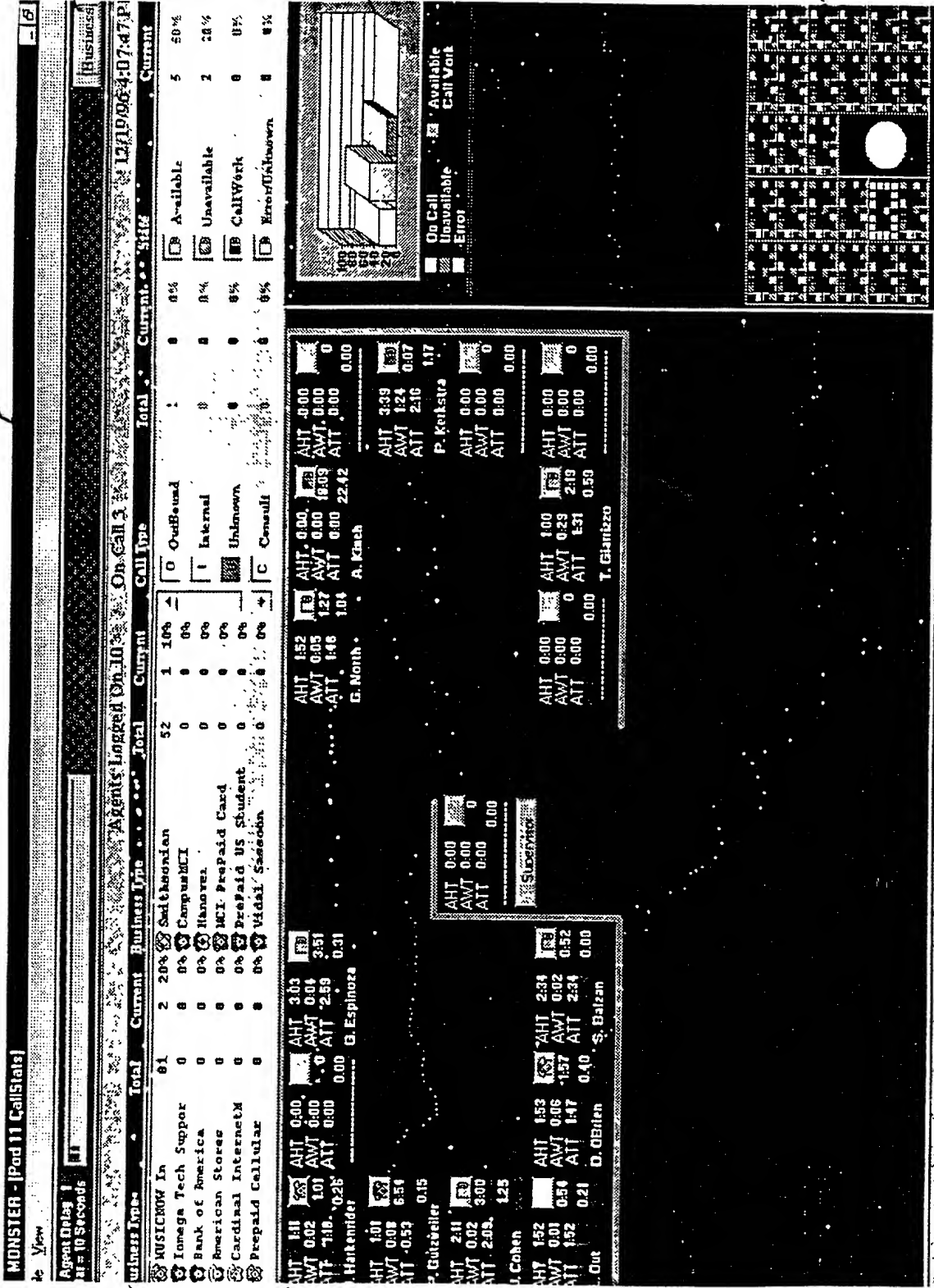


Figure 11



TOTOTO 86408090

MONSTER - Supervisor - Dan Myers

de View

10

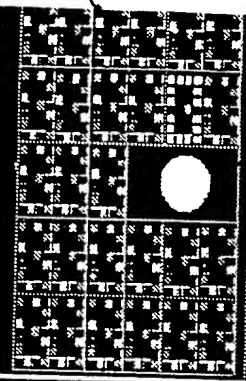
Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
1000 Tech Support	31	12	600 Bank of America	0	0	0	0	0	0	0
1001 MUSICNOW In	0	0	601 American Stores	0	0	0	0	0	0	0
1002 Kaseover	0	0	602 Northman	0	0	0	0	0	0	0
1003 Carquest	0	0	603 UCI Prepaid Card	0	0	0	0	0	0	0
1004 Cardinal Interneth	0	0	604 Prepaid US Student	0	0	0	0	0	0	0
1005 Prepaid Cellular	0	0	605 Vidal Samson	0	0	0	0	0	0	0

1000 Tech Support	31	12	600 Bank of America	0	0	0	0	0	0	0
1001 MUSICNOW In	0	0	601 American Stores	0	0	0	0	0	0	0
1002 Kaseover	0	0	602 Northman	0	0	0	0	0	0	0
1003 Carquest	0	0	603 UCI Prepaid Card	0	0	0	0	0	0	0
1004 Cardinal Interneth	0	0	604 Prepaid US Student	0	0	0	0	0	0	0
1005 Prepaid Cellular	0	0	605 Vidal Samson	0	0	0	0	0	0	0



On Call
Unavailable
Error

Available
Call Work



On Call
Unavailable
Error

Available
Call Work

Figure 13

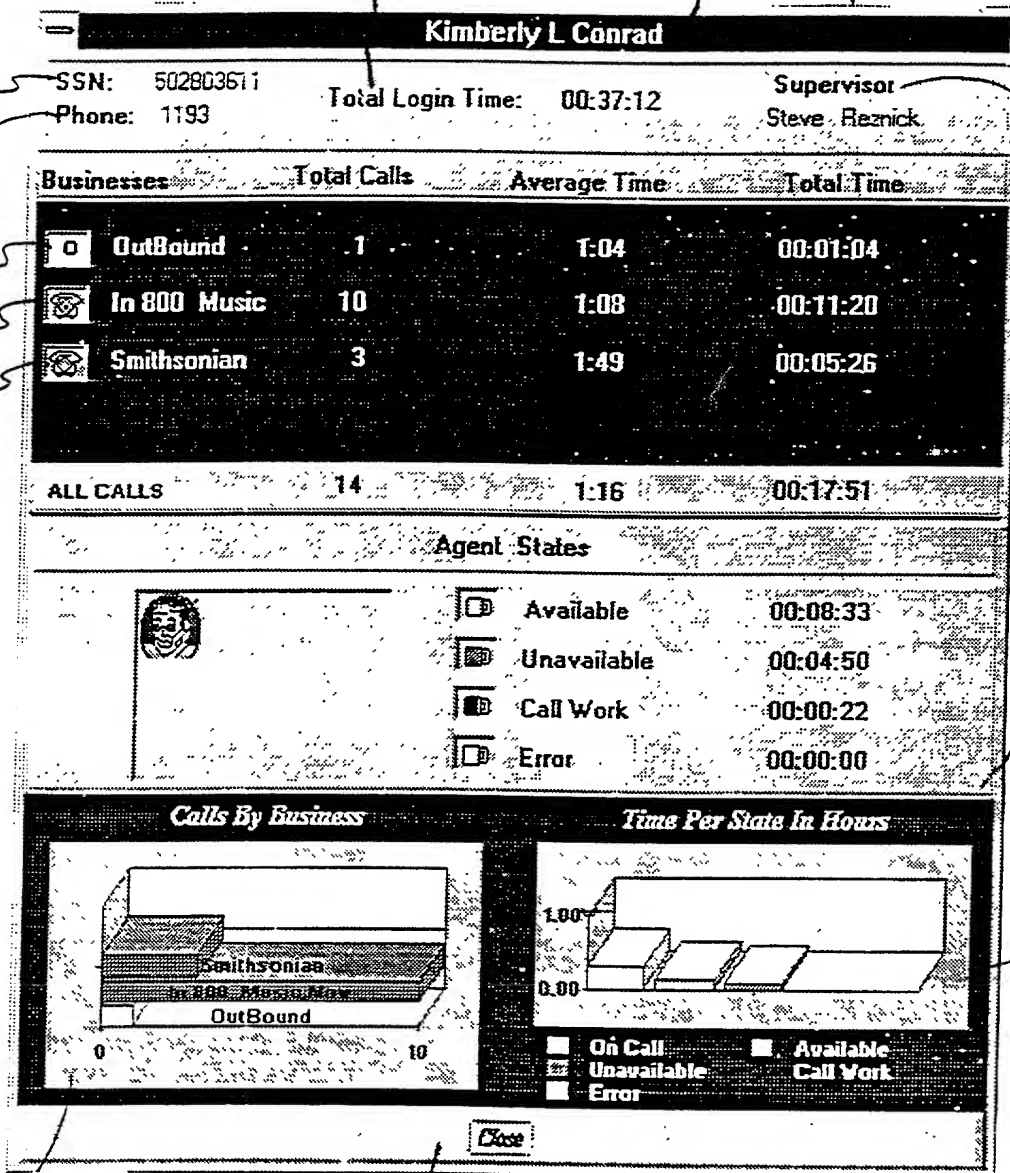


Figure 14

FIG. 10

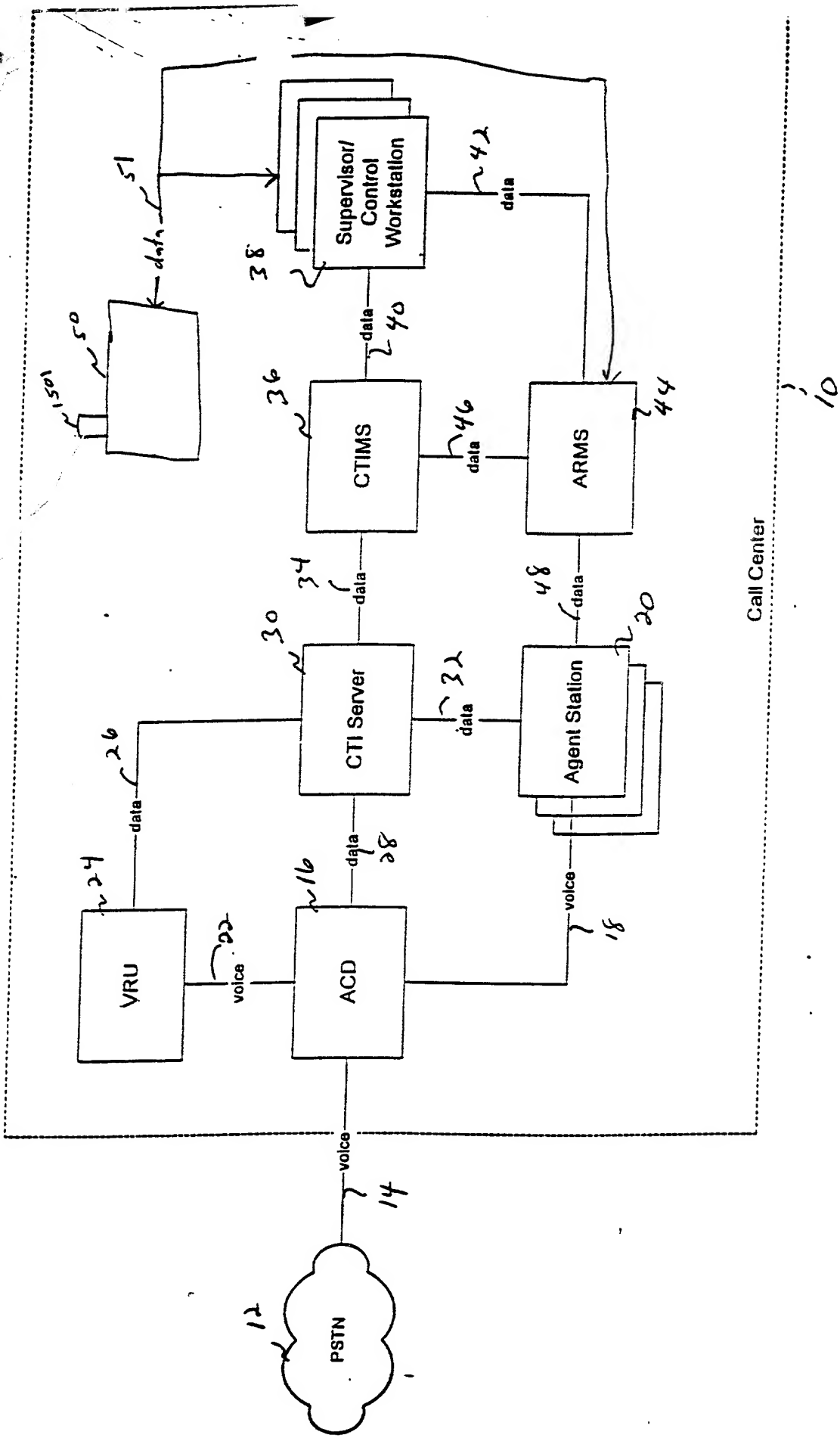


Figure 15